



MANILA ELECTRIC COMPANY (MERALCO)
Ortigas Center, Brgy. Ugong, Pasig City

REQUEST FOR INFORMATION
(SCM RFI NO. IP1024-0308-1)

AMI BUSINESS PROCESS DESIGN/REDESIGN

MERALCO is seeking information from consultants who are capable of and interested in providing information on conducting Business Process Design in the context of Advanced Metering Infrastructure to fully realize and maximize the benefits and deliver value to both MERALCO and its Customers. This process of designing/redesigning aims to achieve significant operational efficiencies and improvements, customer empowerment and satisfaction and ensure long-term service excellence in a changing energy landscape by becoming more efficient, data driven, customer-focused, adaptable, and compliant.

This document and the responses received are for informational purposes only. MERALCO may or may not decide to proceed with a Request for Proposal (RFP) after reviewing the responses to this RFI. The information submitted in response to this RFI will not be used to make a purchase decision in lieu of issuing an RFP. This Request for Information (RFI) is open to all Consultants given that they comply with the Consultant accreditation requirements of MERALCO's Procurement Office. However, Consultants with pending commercial and/or technical issues with MERALCO may be disqualified from participating.

DETAILS
<p>MERALCO has an existing Advanced Metering Infrastructure with a variety of technological components comprised of the Head End System, Communications, Meters, and Application Integration. This AMI is planned for expansion by either upgrading the legacy system or implementing a new system to comply with the AMI Rules of the Energy Regulatory Commission (ERC), to align with the Smart Distribution Utility Roadmap (SDUR) of the Department of Energy (DOE) and support the 2023 - 2028 Philippine Development Plan of National Economic and Development Authority (NEDA), particularly on the strategies and outcome of sustainable, resilient, integrated, and modernized infrastructure facilities and services related to energy distribution.</p> <p>The presented solution should have the following basic functionalities:</p> <ol style="list-style-type: none">Operational Efficiency:<ul style="list-style-type: none">Automation and Optimization: Streamline and automate meter reading, billing, and customer solutions and energy service processes to reduce operational costs and human errors, thereby improving overall efficiency.Process Standardization: Standardize business processes across the utility to ensure consistency, reduce redundancies, and enable smoother operations to deliver customer solutions and energy services.Data Management and Utilization:<ul style="list-style-type: none">Real-Time/Near Real-Time Data Access and Analytics: Leverage real-time/near real-time data from smart meters to enhance decision-making, optimize energy distribution, and improve load management. This also enables predictive maintenance and early fault detection.Improved Data Accuracy: Ensure accurate data collection and management, leading to more precise billing, reporting, and forecasting.Customer Experience, Empowerment and Engagement:<ul style="list-style-type: none">Enhanced Billing Accuracy: Provide accurate and timely bills based on real-time meter reading and consumption data, reducing customer disputes, and improving trust and confidence in the meter data reading, data processing and billing.Customer Empowerment: Equip customers with detailed consumption information and tools to monitor and manage their energy consumption, leading to better energy-saving behavior.Regulatory Compliance and Reporting:<ul style="list-style-type: none">Meeting Regulatory Requirements: Ensure that designed/redesigned processes comply with all relevant regulatory standards, particularly in areas like data privacy, accuracy, reliability, reporting, energy efficiency, audits, etc.Streamlined Reporting: Simplify compliance reporting through automated data collection and standardized reporting processes.Scalability and Flexibility:<ul style="list-style-type: none">Futureproofing: Design processes that can scale with the utility's growth and adapt to future technological advancements, such as the integration of renewable energy sources, adoption of electric vehicles and charging infrastructure, or the expansion of the smart grid.Integration Capability: Ensure that business processes are flexible and capable of integrating with other systems and technologies that may be implemented in the future including standardizing data structures/communication profiles.Risk Management and Security:<ul style="list-style-type: none">Enhanced Security: Design processes in securing data management systems to protect against cyber threats and ensure the reliability of AMI.Resilience: Design processes that can withstand disruptions and ensure business continuity, particularly during natural disasters, cyber-attacks, black-outs, compliance violations/penalties, technological failures, supply chain disruptions, physical security breach, and public health emergencies.

CALENDAR OF ACTIVITIES:

ACTIVITY	DATE	TIME
Submission of Letter of Intent and Non-Disclosure Agreement	October 15 - October 21, 2024	Until 11:59PM of October 21, 2024
Release of RFI documents to Vendors	October 22, 2024	Until 10:00AM of October 22, 2024

Interested vendors are requested to submit the following:

- Letter of intent to participate in the information presentation.
- Company profile to include management team and current implementation clients.
- Accomplished Non-Disclosure Agreement (Please see MERALCO's standard [NDA template](#))

Supplemental Information:

- This RFI is non-binding and does not constitute a commitment to acquire vendor's products or services.
- Vendors shall shoulder all costs associated in the preparation of their responses (e.g., preparation of budgetary quotation, conduct of Proof of Concept/ Product Demo, among others).
- Responses received are to be used solely for informational and benchmarking purposes only.
- Documents or information provided with the responses shall become property of MERALCO.
- No bid fees are to be imposed in relation to this RFI.
- Non-Disclosure Agreement (NDA) is required prior the release of RFI document, and confidential data to the vendors.

MERALCO reserves the right to:

- Issue an addendum to the RFI at any time because of questions, change in submission schedule, or other matters; and
- To cancel or reissue the RFI on a reasonable basis.

Submitted Letter of Intent (LOI) should be in portable document format (PDF) with the required supporting document, send via email to Mr. Niels Ian C Badillo (nicbadillo@meralco.com.ph) not later than **11:59PM, 21 October 2024**. For inquiries or clarifications prior to the submission deadline, respondents may communicate directly to the assigned buyer.

J. M. S. QUIMBA

AVP, Head Category Management for ICT and Head of
SCM Contracts Management

MERALCO employs strict cybersecurity controls. Kindly refer to the following link for the Vendor Cybersecurity Advisory: <https://company.meralco.com.ph/news-and-advisories/supply-chain-management-invitations-bid>